Clear Activation Lock for MLTI iPad

Requirements:

MLTI IV iPad (iPad with Retina Display, iPad mini, iPad Air or iPad mini with Retina Display)
Active connection to public internet
Site Admin credentials for MLTI JSS
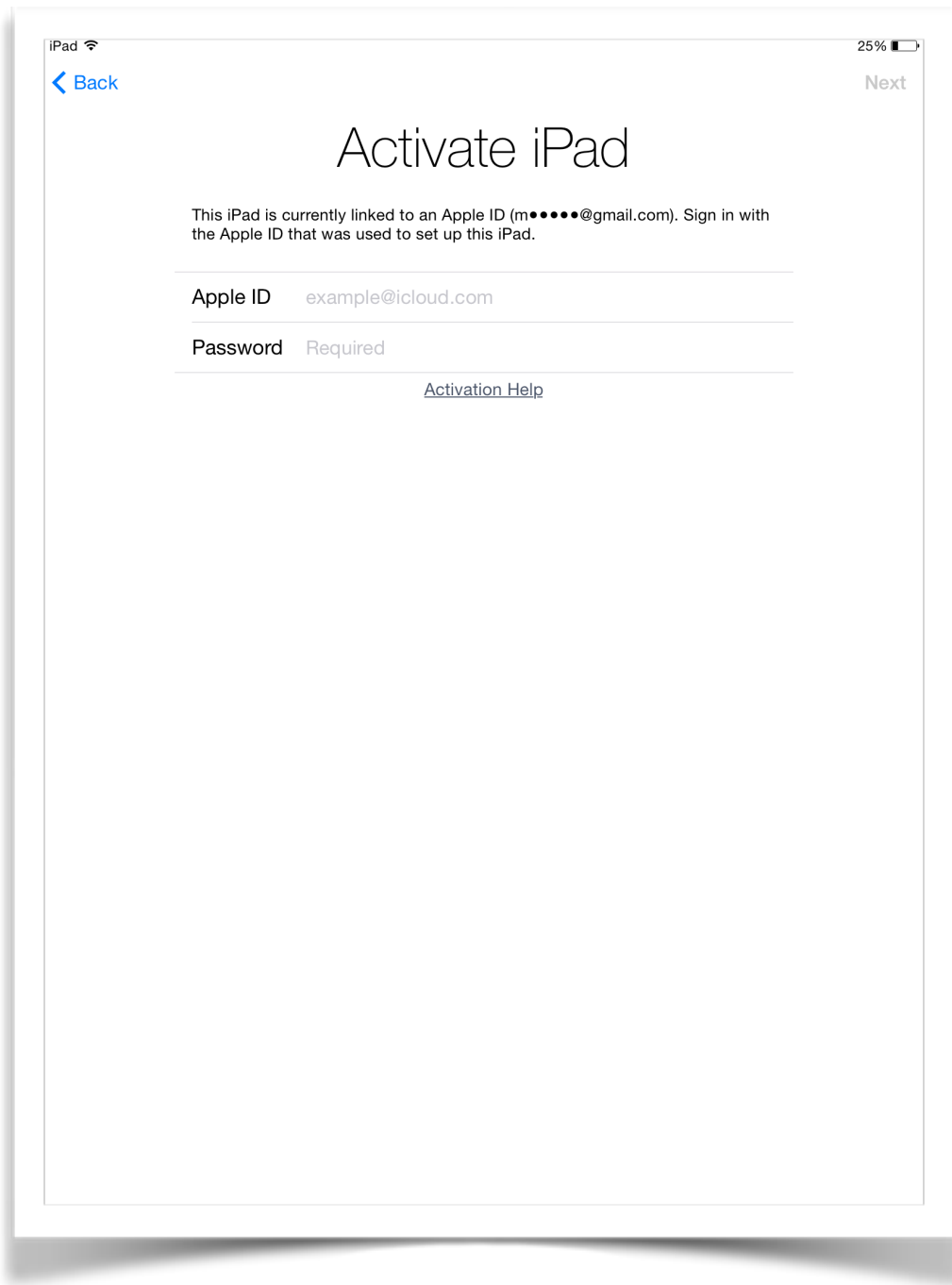USB Lightning Cable*
iTunes*

This document describes the process to clear Activation Lock for MLTI iPad.

Note: This process requires that the MLTI iPad be Supervised, running iOS 7.1 or later. It also requires that the Activation Lock *NOT* be activated prior to upgrading to iOS 7.1.

If you require additional assistance, or find that this process does not work for certain MLTI iPads, please contact the MLTI AppleCare Help Desk at (800) 919-2775 pin 4MLTI, or https://acbd.apple.com/mlti/

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* Optional

Step One: Verify that the MLTI iPad is in Activation Lock

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Activate iPad

This iPad is currently linked to an Apple ID (m●●●●●@gmail.com). Sign in with the Apple ID that was used to set up this iPad.

Apple ID	example@icloud.com
Password	Required

Activation Help

Step Two: Find the device record in the JSS.

'Activation Lock' is listed under the 'Management' tab in the device record.

Step Three: Display the Activation Lock Bypass Code

iPad

Inventory | **Management** | History

Management Commands 0 Pending, 0 Failed	**Activation Lock Bypass Code**
Configuration Profiles 1 in scope	Activation Lock Bypass Code: YUXNL–U5E6E–476G–6J44–FQ3F–QHP6
Activation Lock Configured	
Apps 2 in scope	
eBooks 1 in scope	
Mobile Device Groups 2 smart, 0 static	

This code will be unique for each device. It is also reset each time a device is erased (for Supervised devices only).

Step Four: Enter the Activation Lock Bypass Code in the 'Password' field.

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Activate iPad

This iPad is currently linked to an Apple ID (m●●●●●@gmail.com). Sign in with
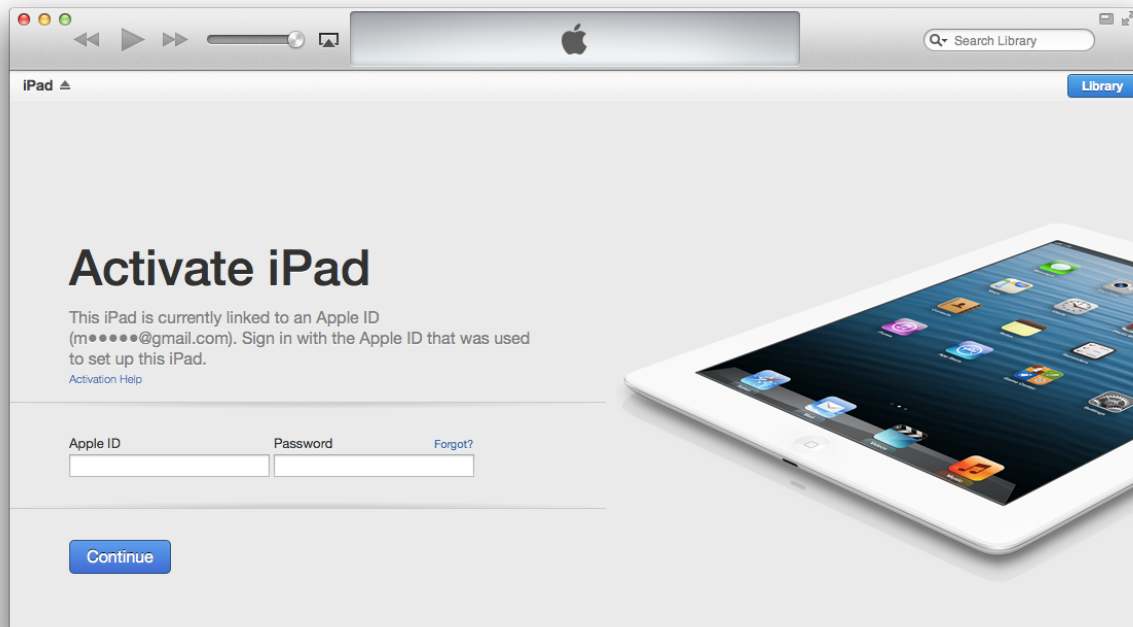the Apple ID that was used to set up this iPad.

Apple ID   example@icloud.com

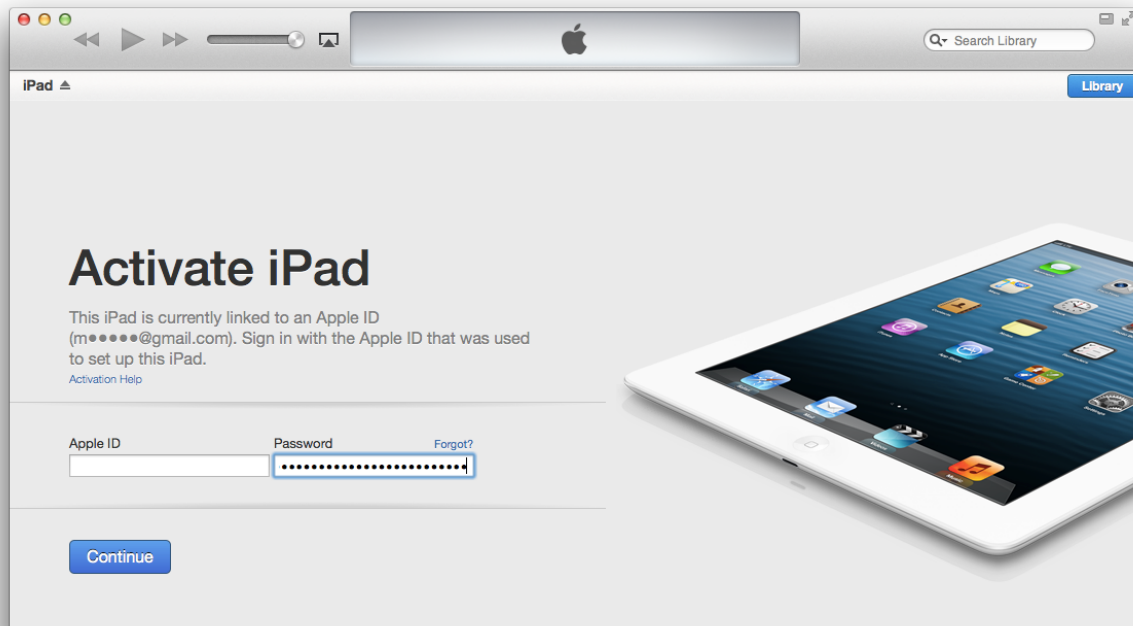Password   Required

Activation Help

Alternate Method: Copy & Paste the password using iTunes

Follow Steps One - Three above.

Step Four: Connect iPad to iTunes via USB Lightning cable

Step Five: Enter Activation Lock Bypass Code into 'Password' field

Step Six: Disconnect iPad. End user completes Setup Assistant on device.